

ABSTRACT

This invention integrates instant messaging, presence, and other collaborative capabilities with conventional PBX functionality through use of a PBX-Messaging Integration Client (PMIC). The invention in its several embodiments features a method and system for using the PMIC-based computer interface to perform off-hook/on-hook presence notification for a PBX phone, establish media sessions concurrent with PBX telephonic communication, execute custom call treatment in conjunction with a PBX phone, implement call transfer capability between a PBX phone and numerous other devices, and provide PBX call control. The PBX is generally enabled with computer telephony integration (CTI) and, depending on the embodiment, a Voice-over-Internet Protocol (VoIP) such as Session Initiation Protocol (SIP). The invention empowers enterprise workers with a diverse, unified and integrated set of both PBX functions and SIP-based collaboration tools.